

In times of increased security at military bases, it may be hard for TRICARE patients to access the Naval Hospital Jacksonville and Branch Medical Clinics even though services may still be available.

MEDICAL EMERGENCIES

For medical emergencies, TRICARE patients should go right away to the closest hospital for medical care. An emergency is a medical or mental health condition that someone without medical training believes would result in death, loss of arm, leg, finger, or eyesight without care at once. It may also be a condition that is very painful and requires treatment now to stop the pain. For pregnancy-related pain, see Pregnant Patients section.

URGENT CARE ADVICE

TRICARE Prime Patients enrolled to a military hospital or clinic Primary Care Manager (PCM) who become sick, but don't need emergency care, should contact the Nurse Call Center (NCC) at (904) 542-4677, Option 6 for help. If the call center is closed, patients may call the Health Care Information Line (HCIL) at (800) 333-5331 to speak to a nurse for advice.

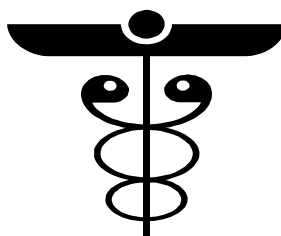
EMERGENT/URGENT CARE APPROVAL

If the HCIL nurse recommends medical care right away, seek care first. Afterward, but within 24 hrs, call the NCC (7 a.m.-11 p.m.) for authorization. If closed, call the Health Care Finder (HCF) Line at (800) 333-4040 for authorization. For assistance finding a provider, you may go to the Humana web site at www.humana-military.com or call the Provider Locator Service at (800) 661-4315. You may also contact the local TRICARE Service Center Mon-Fri (8 a.m.-5:30 p.m.) for assistance at (904) 381-9015, Option 2 to speak with a HCF or Option 0 to speak with someone immediately. Be prepared to provide the following information: **Patient's Full Name, Sponsor's Social Security Number, Name and Address of Civilian TRICARE Provider, and Date(s) of Service.**

Co-payments, if any, may apply.

ROUTINE CARE

Routine primary and specialty care appointments made at Naval Hospital and Branch Medical Clinics should be rescheduled when increased security conditions return to normal.



PHARMACY SERVICES

Due to increased security at military bases, it may be impossible to get to the Naval Hospital or clinic to fill a new prescription or pick up a refill. New prescriptions may be filled or existing prescriptions transferred to a civilian network pharmacy. To have prescriptions refilled, bring refill bottle(s) to a civilian pharmacy. Have at least a one-week supply of long-term medications. For a listing of pharmacies that may save you money, call Provider Locator Service at (800) 661-4315.

Co-payments apply.

PREGNANT PATIENTS

(Followed by the military facility)
For emergencies such as heavy bleeding or the urge to push, go to the nearest Emergency Room. For all other pregnancy-related questions, please contact Naval Hospital Jacksonville Labor and Delivery at (904) 542-7704/7705 for advice, or if not available, contact the Health Care Finder at CRC or the TRICARE Service Center listed under "Urgent Care Approval" section.

IMPORTANT TELEPHONE NUMBERS:

Naval Hospital Jacksonville
Nurse Call Center (NCC)
Non-emergent Health Questions
Answered
(904) 542-4677, Option 6

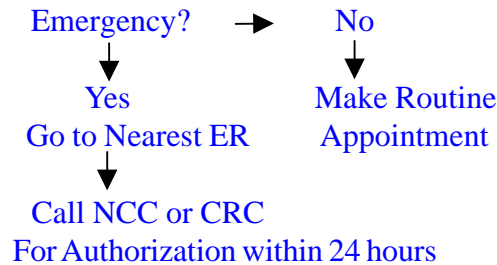
Humana Military Healthcare Services
Health Care Information Line (HCIL)
Non-emergent Health Care Questions
Answered
(800) 333-5331

Health Care Finder Line/
Central Review Center (CRC)
Urgent/Emergent Health Care
Authorizations
(800) 333-4040

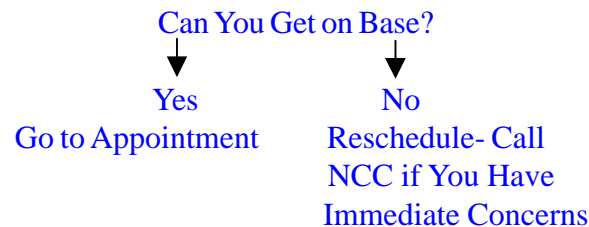
Beneficiary Services Line
General Benefits Information
(800) 444-5445

Choice Health Care Finder Line
Mental and Behavior Health
Questions and Care Authorizations
(800) 700-8646

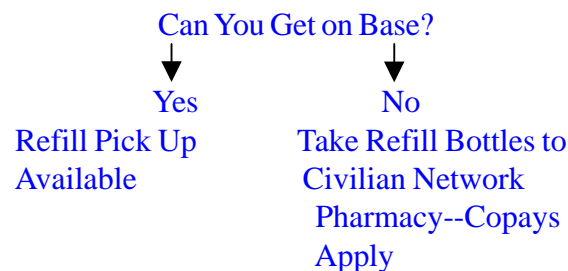
INCREASED THREAT CONDITION Sick/Injured/Severe Pain



Routine Appointment



Need a Refill?



Prepared by Marketing Division
Naval Hospital Jacksonville
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HOW TO SEEK MEDICAL CARE DURING INCREASED SECURITY ALERTS ON MILITARY BASES



**NAVAL HOSPITAL
JACKSONVILLE
AND BRANCH MEDICAL
CLINICS**